

Ordering and Provisioning

Service Parity

- ILEC must provide the same level of ordering and provisioning support to CLECs as it provides itself or its customers
- ILEC must provide a Single Point of Contact (SPOC) for ordering and provisioning resale service and unbundled elements, with capabilities including
 - a toll-free nationwide number
 - coordinated scheduling, status and dispatch capabilities
 - processing orders through an electronic interface 24 hours a day, 7 days a week
- ILEC must offer intraLATA toll for resale

Ordering and Provisioning

Service Parity (continued)

- ILEC shall not require a disconnect order to process a CLEC order or migrate a subscriber to CLEC service
 - ILEC shall provide unbranded intercept treatment and transfer of service announcements to CLEC subscribers for all disconnects, suspensions, or transfers
- ILEC must provide comprehensive support for CLEC ordering/provisioning activities, including but not limited to:
 - providing firm order confirmation (FOC)
 - rejected orders due to technical reasons, missing information, or jeopardy conditions
 - obtaining authorization for service order changes
 - processing service suspensions/restorations upon authorized request
 - providing daily disconnect notification as well as order completion notification
- ILEC shall provide CLECs the ability to order unbundled network elements with no disconnection or disruption of service. Subject to the CLECs' request, all or part of the unbundled network elements necessary to provide all or part of a service to a customer or group of customers must be provided

Ordering and Provisioning

Standards Compliance and Testing

- ILEC must comply with OBF and all other industry forums defined ordering and provisioning process guidelines and electronic implementation guidelines and standards
- ILEC shall perform comprehensive testing, including
 - pre-service testing prior to completion of the order
 - cooperative testing with CLEC
 - operational interface testing as requested

Ordering and Provisioning

Electronic Interfaces

- ILEC shall provide electronic interfaces to support all ordering and provisioning processes:
 - submitting orders and receiving confirmation of receipt
 - dispatching installation appointments
 - accessing subscriber information systems
 - providing service availability dates
 - receiving status information on service orders and installation
- Comply with the Ordering and Billing Forum (OBF) and all other industry forum defined interface guidelines for local service such as Local Service Request (LSR)
- Implement the OBF defined Local Service Ordering Guidelines (LSOG) as mechanized in EDI format by the EDI Service Order Subcommittee (SOSC) of the Telecommunications Industry Forum (TCIF)
- Provide gateway access for application-to-application real time interface capability

Ordering and Provisioning

Performance Measurement

- ILEC must comply with performance standards and provide reporting for the following measurements:
 - acknowledging orders
 - providing Firm Order Confirmation (FOC)
 - completing suspend/block/restore orders
 - notifying the CLEC of ILEC capability to complete expedited orders as requested
 - provisioning of total services resale
 - provisioning of unbundled network elements, including the network platform
 - providing switch translations
 - notifying CLEC of order completion
- ILEC must meet quality standards including, but not limited to, provisioning orders at a level of service quality determined by related outages, trouble dispatches, or subscribers calls
- ILEC must provide reports detailing prescribed performance results for the ILEC itself, all CLECs on average, and the individual CLEC on at least a monthly basis with sufficient historical data to allow trending

4 Connectivity Billing and Recording

Definition

This section describes the settlement and dispute resolution procedures, billing format, and performance specifications to which ILECs must adhere under the interconnection agreement.

Connectivity Billing and Recording

Settlement and Dispute Resolution Procedures

- Billing disputes shall be escalated at no later than 60 and 90 days, and if not resolved within 120 days, should be resolved via formal dispute resolution procedures
- CLEC shall be reimbursed by ILEC for incorrect charges including without limitation:
 - overcharges
 - services not delivered or not delivered in a timely and accurate manner
 - interrupted services
 - services of poor quality
 - installation problems caused by ILEC

Connectivity Billing and Recording

Billing Format Standards

- ILEC shall provide a monthly connectivity bill
 - for charges not more than 90 days preceding (except as permitted by law)
 - that will be closed to analysis or further transactions (except audits) nine months after the Bill Date
- Connectivity charges will be billed in actual conversation seconds
- ILEC invoices will be presented in CABS or SECABS format (with sufficient rate element detail to allow CLEC to audit bills)
- All usage records will be transmitted electronically each day:
 - Via Electronic Interfaces, including but not limited to Connect Direct (NDM)
- Capital expenses associated with collocation shall be invoiced separately from connectivity charges

Connectivity Billing and Recording

Performance Measurements

- ILECs shall test electronic transmission prior to sending production connectivity bills
- ILECs shall meet timeliness performance specifications for the provision of Exchange Message Record (EMR) records
- ILECs shall meet accuracy performance specifications for both Usage and Connectivity billing
- ILECs shall meet completeness performance specifications for both Usage and Connectivity billing
- ILEC must provide reports detailing prescribed performance results for the ILEC itself, all CLECs on average, and the individual CLEC on at least a monthly basis with sufficient historical data to allow trending

5 Provision of Customer Usage Data

Definition

This section describes the requirements for the ILEC's provision of recorded usage data to support subscriber billing.

Provision of Customer Usage Data

Recorded Usage Data

- Recorded usage data includes, but is not limited to the following:
 - call attempts
 - completed calls (no charges shall be incurred for incomplete call attempts)
 - use of CLASS/custom features
 - Information Service Provider (ISP) calls
 - IXC specific access usage
 - directory assistance calls via ILEC-provided service
 - CENTREX station level detail records
 - completed flat rate calls which the ILEC may not record for its own offerings
- Recorded usage data shall be transmitted to the CLEC daily
- ILECs shall not charge any fees for recording, rating or transmitting usage data
 - ILEC shall provide the transport facility for transmitting usage and billing data to the CLEC

Provision of Customer Usage Data

Controls and Lost Data

- ILEC shall perform operational and interface testing to ensure that usage records can be sent to the CLEC and accepted, extracted, and processed
- ILEC shall recover lost, damaged, or destroyed data resulting from its errors or omissions at no cost to the CLEC

Provision of Customer Usage Data

Performance Measurements

- ILECs shall meet performance standards for timeliness
- ILECs shall meet a 100% performance standard for complete transmission of all records, or face liability for lost revenue
- ILECs shall meet performance standards for accuracy
- ILECs shall meet performance standards for responsiveness
- ILEC must provide reports detailing prescribed performance results for the ILEC itself, all CLECs on average, and the individual CLEC on at least a monthly basis with sufficient historical data to allow trending

6 Maintenance

Definition

This section describes the requirements for the ILEC's provision of repair, maintenance, testing and surveillance for all resale and unbundled network elements.

Maintenance

Service Parity

- ILEC service parity shall include, ensuring that CLEC subscribers:
 - receive response priority equal to that of ILEC subscribers
 - are handled on a “first come first served” basis along with ILEC subscribers
 - receive regularly scheduled maintenance for network elements equal in quality to that provided by the ILEC for its own network
- CLEC shall handle all interaction with CLEC subscribers, including, but not limited to:
 - scheduling technician visits
 - notifying the subscriber of trouble status and resolution

Maintenance

Emergency/Disaster Recovery Procedures

- ILEC shall provide the CLEC a description of all emergency restoration plans and disaster recovery plans, including, but not limited to:
 - immediate notification of outages
 - single point of contact for coordinating and restoring service
 - real-time access to status information
 - equal priority for CLEC and ILEC subscriber restoration efforts
 - methods and procedures for dispatch of mobile equipment
 - mutually developed escalation procedures
- ILEC shall inform CLEC of repair completion and trouble reason

Maintenance

System Interfaces

- ILEC shall cooperate with the CLEC to establish real-time, electronic interfaces that are seamless and transparent to CLEC personnel
 - electronic bonding shall be system to system connections with immediate update capabilities that do not cause CLECs to use ILEC systems via remote hook up or any other means of access
- Electronic interfaces shall permit the CLEC to perform activities, including but not limited to the following:
 - proactively identify potential service degradation
 - enter trouble reports
 - retrieve and track current status
 - receive estimated time to repair (ETTR) information real-time
 - retrieve all time and material charges at the time of ticket closure
 - receive automated notification of case closure
 - at CLEC's discretion, remotely perform mechanized line tests and obtain recommended course of action directly from ILEC systems
- ILEC shall work with the CLEC to support development of an industry standard trouble report entry format and implement such standard after final resolution by the ECIC

Maintenance

Performance Measurement and Reporting

- ILEC shall comply with performance standards related to:
 - answering incoming trouble reports from the CLEC
 - adhering to specified repair intervals for any out of service trouble ticket
 - restoring emergency network outages
 - restoring outages that require a premises visit
 - restoring outages that do not require a premises visit
 - repeat trouble report rates from the same subscriber
- ILEC must provide reports detailing prescribed performance results for the ILEC itself, all CLECs on average, and the individual CLEC on at least a monthly basis with sufficient historical data to allow trending

7 Miscellaneous Services and Functions

Definition

This section describes the requirements for the ILEC's provision of 911, directory assistance, operator services, and directory listing services.

Miscellaneous Services and Functions

911 and E911 Requirements

- ILEC shall use its service order process to update and maintain customer information in the Automatic Location Identification/Data Management System (ALI/DMS) database
 - the ALI database shall be managed by the ILEC, but open access shall be provided to all participating telephone companies
- CLEC may request that the ILEC provide 911 and E911 access through direct trunks from the CLEC to the E911 Public Safety Answering Point (PSAP)
- ILEC and the CLEC shall arrange for electronic transmission of the following:
 - daily changes and updates to the emergency public agency telephone numbers linked to all NPA-NXXs
 - CLEC subscriber ALI record information
- ILEC shall agree to treat all data on CLEC subscribers as strictly confidential and to use data only for the purpose of providing 911 services

Miscellaneous Services and Functions

Directory Assistance Requirements

- ILEC shall route directory assistance calls dialed by CLEC subscribers to either the CLEC or ILEC dialed access service platform as specified by the CLEC
- If the ILEC provides directory assistance services to CLEC subscribers, it shall provide the same level of service available to ILEC subscribers, including, but not limited to:
 - making service enhancements available to the CLEC on a non-discriminatory basis
 - providing the same level of support for provisioning directory assistance as the ILEC affords itself
 - providing same level of performance for number of rings to answer, average work time, etc.
 - at CLEC's discretion, branding
- Allowing CLEC subscribers the same dialing protocol (411/555-1212) to reach CLEC operator services as ILEC subscribers dial

Miscellaneous Services and Functions

Operator Service Requirements

- ILEC shall route local operator service calls dialed by CLEC subscribers directly to the CLEC or ILEC operator service platform as specified by the CLEC
- If the ILEC provides operator services to CLEC subscribers, it shall provide the same level of service available to ILEC subscribers, including, but not limited to:
 - allowing CLEC subscribers the same dialing protocol (O+/-) to reach CLEC operator services as ILEC subscribers dial
 - making service enhancements available to the CLEC on a non-discriminatory basis
 - providing the same level of fraud control that the ILEC affords itself
 - providing same level of performance for number of rings to answer
- Operator services provided by the ILEC to CLEC subscribers shall be branded as required by the CLEC
- ILEC shall provide an electronic feed of customer call records to the CLEC in Exchange Message Record (EMR) format
- ILEC shall permit the CLEC to interconnect its local operator systems with the ILEC's operator system to support Busy Line Verification/Interrupt services
- ILEC shall update the Line Information Data Base (LIDB) for CLEC subscribers as part of the service order process, or provide the CLEC with access to LIDB at no charge to update it directly

Miscellaneous Services and Functions

Directory Listing Requirements

- Implement the Ordering and Billing Forum (OBF) defined Directory Service Request process for ordering all directory listings, captions, and directory assistance updates
- ILEC shall accept real-time orders via an electronic interface to
 - receive CLEC subscriber information for inclusion in ILEC directory assistance and directory listing databases
 - receive CLEC subscriber information for inclusion in published directories
 - receive CLEC subscriber delivery address information to enable the ILEC to fulfill directory distribution obligations
- ILEC shall provide the ability for the CLEC to electronically query the ILEC listing system to view all listings real-time
 - ownership of each listing is to be masked
- ILEC shall not charge for storage of CLEC subscriber information
- ILEC shall not sell or license, nor allow any third party to use CLEC subscriber listings without the prior written consent of the CLEC
 - CLEC shall receive its pro-rata share of any amounts paid for such information
 - CLEC must be able to include in ILEC customer guide pages the CLEC's listing
- CLEC subscriber listings shall be interfiled with ILEC subscriber listings
 - at no charge, directory covers shall prominently indicate that CLEC listings are included in the directory
 - at the CLEC's option, CLEC customers shall receive a directory with a customized cover branded by the CLEC
- At CLEC's discretion, allow CLEC to bill directly for an enhanced white or yellow page advertisement